

**ATTN: Field Office Manager who receives this:** You should have received two copies of this Thank-You letter. If you can, forward the two copies to the following two levels. No other action is needed:

- 1. SSA - Western Program Service Center**
- 2. SSA - Mountain View, CA Field Office Manager Yingyu Hobbs**

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### Part 1. Thank-You for Western Program Service Center:

I'd like to thank Western Program Service Center for adjustments in October 2025 and for an explanation of the details that was snail-mailed to me. I have the October 22, 2025 letter and the details are helpful.

I started to set up Social Security for 2025 in the first week of December 2024. There were a few issues and it took about 11 months to resolve them. Things seem to be in order now. This is appreciated.

Nothing further is presently requested of Western Program Service Center. **Happy Holidays.**

Regards, Robert (the Old Coder)

Name:	ROBERT KIRALY	DOB:	June 06, 1958	Social media:	dansu.org
Text:	650-600-2520	Email:	me@oldcoder.org	SSN:	Yingyu Hobbs has the SSN
<b><i>Please don't leave voicemail. I don't have voicemail fully set up.</i></b>					

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### Part 2. Remarks for Mountain View Field Office Manager Yingyu Hobbs and Supervisor Andrea Galina:

I'd like the Mountain View office to be aware of how that office's conduct in 2025 has come across.

In the first half of 2025, a Mountain View staff member who identified himself as "Joe" phoned me to berate me about something that hadn't happened. He offered to address a problem, but only if I agreed to a false statement. I couldn't agree to lie. I was subjected to half a year of stress due to my refusal to lie as this staff member had demanded.

Office Manager Yingyu Hobbs had spoken with me before "Joe's" call and had offered me her phone extension for further calls. However, neither she nor Supervisor Andrea Galina responded to reports of "Joe's" phone call. This was the start of a multi-month period in which the primary goal of the Mountain View office was to ignore the misconduct in question. During this period, a mistake was made upstream and my benefits were adjusted in the wrong direction. I had to wonder if Ms. Hobbs and/or "Joe" might be responsible.

Ultimately, I had a polite printed letter delivered to Ms. Hobbs. The response of Ms. Hobbs was to ignore the misconduct that had occurred in her office and to threaten me with, quote, "law enforcement".

The matter is resolved except for one issue. I don't believe that I can be required to deal with Mountain View while Ms. Hobbs, Ms. Galina, and/or "Joe" are there. It's suggested that my record should show that other offices shouldn't direct me to Mountain View. Perhaps Mountain View could add civility to training as well. Most importantly, staff members need to assume good intentions. I tried to do so for a year myself.

For months, I emphasized to the Mountain View office both my desire to show respect and my understanding of the difficulties that Social Security staff experiences. I've worked as hard as anybody who reads this does for a lifetime, up to 120 hours a week, and I'm sympathetic. I expressed sympathy in the printed letter that was delivered to Ms. Hobbs. However, overload is no excuse for Ms. Hobbs's refusal to discuss misconduct. The respect that I've offered to the Mountain View office hasn't been earned. I trust that there will be no retaliation for the fact that I've told it like it is.

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